



Wordsley Housing Society  
Privacy Notice v1

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## What is a Privacy Notice?

Find out about privacy notices and what they should include. The EU General Data Protection Regulation (GDPR) requires that data controllers provide certain information to people whose information (personal data) they hold and use.

A privacy notice is one way of providing this information. This is sometimes referred to as a fair processing notice. A privacy notice should identify who the data controller is, with contact details for its Data Protection Officer. It should also explain the purposes for which personal data are collected and used, how the data are used and disclosed, how long it is kept, and the controller's legal basis for processing.

We may collect and use personal data for the functions that we exercise. This privacy notice explains how we do this.

## Wordsley Housing as a Data Controller

The following statement lists out our protection responsibilities and how to contact us.

Wordsley Housing Society is a data controller under the EU General Data Protection Regulation and Data Protection Act 2018.

### Who are we?

We are **Wordsley Housing Society** a registered charity specialising in mental health support and tenancy accommodation in Stourbridge to adults with complex mental health care needs. **Our registered charity number is: 1001178**

### Where are we based?

Our head office address is:

30 Brook Street

Wordsley

Stourbridge

DY8 5YW

### How to contact us

Please contact us at Wordsley Housing Society if you have any queries about our privacy notice or the information, we may hold about you:

Tel: 01384 480770

Fax: 01384 860507

Email: [mail@wordsleyhousing.co.uk](mailto:mail@wordsleyhousing.co.uk)

## Contact details of our Data Protection Officer

Karen Barr

Email: [mail@wordsleyhousing.co.uk](mailto:mail@wordsleyhousing.co.uk)

Address: 30 Brook St, Wordsley, Stourbridge, DY8 5YW

## What information do we collect & how is it used?

### Controlling your information.

You have certain rights concerning the information we hold about you, explained [below](#). If you wish to exercise these rights, please [contact us](#).

### Use of 'cookies'.

Our website [www.wordsleyhousing.co.uk](http://www.wordsleyhousing.co.uk) uses cookies; by using and browsing this website, you consent to cookies being used in accordance with this policy. If you do not consent, you must turn off cookies or refrain from using the website.

### Data Security.

We take the security of data seriously. Our internal Data Security Policy details the steps we take to safeguard and secure the information we collect, as described in this document.

### Data Breaches.

Our internal Data Security Policy includes a clear process for handling a personal data breach, should one occur. Where appropriate, we will promptly notify you of any unauthorised access to your personal information.

### Children's information.

Our services are not directed to children under 13. If you learn that a child under 13 has provided us with personal information without consent, please contact us.

## Your Rights?

The GDPR includes several rights that are more extensive than those in the Data Protection Act 1998. We must generally respond to requests in relation to your rights within one month, although there are some exceptions to this.

The availability of some of these rights, which are listed below, depends on the legal basis that applies in relation to the processing of your personal data.

Your rights and how they apply are described below.

### Right to be informed.

Your right to be informed is met by this privacy notice, also if we communicate with you directly.

### Right of access

You have the right to obtain copy of personal data and other information specified in the GDPR, that we hold about you or a person whom you are obliged to obtain personal data about. There are some exceptions to what we are obliged to disclose.

### Right to rectification

You have the right to ask us to rectify any inaccurate data that we hold about you.

### Right to erasure ('right to be forgotten')

You have the right to request that we erase personal data about you that we hold. There are some circumstances where we have a legal basis to hold the information which overrides this right.

### Right to restriction of processing

You have the right to request the restriction of the processing of personal data about you or a person whom you are responsible for. This can be used, if for example if the data we hold is contested.

### Right to data portability

The right is only available where there is the legal basis for processing under the GDPR is consented, or for the purposes of a contract between Wordsley Housing Society and you, or the persons you are responsible for.

### Right to object

You have the right to object to processing of personal data about you or the persons whom you are responsible for on the ground relating to a particular situation. If a compelling legitimate ground are demonstrated, such as a legal reason, this will take precedence and overrule this right.

## Right in relation to automated individual decision-making including profiling

You have the right to object to being subject to a decision based solely on automated processing, including profiling. Should we perform any automated decision making, we will record this in our privacy notice.

## Right to complain

You have the right to complain to us if you are not happy with any aspect of Wordsley Housing Society's processing of personal data or believe we are not meeting our responsibilities as a data controller.

The contact details are:

Data Controller

30 Brook St

Wordsley

Stourbridge

DY8 5YW

Email: [mail@wordsleyhousing.co.uk](mailto:mail@wordsleyhousing.co.uk)

## How to access your personal information?

If you require to make a request for your personal data or someone whom you are responsible for personal data, follow the information below:

Request can be made to us in writing – see [How to contact us](#) above. You may need to provide information to verify your identity to enable us to locate the information. Please provide:

- Full name, address, date of birth
- (if applicable) the persons you are responsible for full name and date of birth
- An indication of what information you are requesting to enable us to locate this information.

ID documents to verify name are required, copies can be sent. Examples below

- Birth certificate
- Passport
- Driving license

ID documents to verify proof of address, examples below

- Bank statement
- Utility bill
- Tax certificate